



Quality Council

Tuesday, November 23, 2004

4:00-5:30 p.m.

Conference Room 6A, Exchange Building
821 Second Avenue, Seattle WA 98104

Members Attending:

Helen Nilon (chair), Eleanor Owen, Howard Miller, Alice Howell, Kali Henderson

Staff Present:

Liz Gilbert
Melisande Noe
Christie White
Barbara Vannatter

I. CALL TO ORDER

Members and guests introduced themselves.

II. ANNOUNCEMENTS

None.

III. PREVIOUS MEETING NOTES APPROVAL

Minutes were approved unanimously.

IV. RSN UPDATE

Christie White distributed and explained the Complaint, Grievance & Fair Hearing report. Provider contracts require them to submit reports using the format provided by the Mental Health Division (MHD) that detail the number and categories of complaints they have received from clients during the reporting period. The current report covers the period from March to September 2004. Most complaints fell into the category of "other". The Ombuds Service receives the greatest numbers of complaints, which is consistent with the nature of their work.

A discussion followed in which concerns were expressed about the disproportionate number of complaints (over 200) categorized as "other". Historically, more complaints are categorized as "other" than all other categories combined. Liz noted that King County has offered to work with the MHD to revise reporting categories in a manner that would better reflect the actual categories of complaints processed by providers and the Ombuds Service, but the MHD has not responded to that offer. In addition, the current required report format does not reflect federal Balanced Budget Act (BBA) requirements for grievance systems. The MHD has indicated a revised format is under development, but King County has not yet to receive it. After further discussion, a motion was made which states:

The Quality Council of the King County Mental Health Advisory Board finds the Complaint, Grievance and Fair Health Report to be a flawed document.

The motion was passed unanimously.

Liz noted that the BBA does not address informal complaints in requirements for grievance systems, but MHCADSD will continue to require this information from providers. The RSN encourages the resolution of complaints at the lowest possible level and between the parties immediately involved with issues.

V. AUDITS AND COMPLIANCE REVIEWS - Liz

Representatives from the External Quality Review Organization (EQRO) returned for a follow up conversation with Jean Robertson and Liz about the draft reports prepared subsequent to the King County site visit. As a result of this discussion, several scores were improved. The changes in scores were based on documentation submitted to the EQRO at the time of the site visit. Many of the findings from the EQRO report have or will be addressed through changes to policies and procedures, contracts, and credentialing requirements, and others will be addressed through training and monitoring processes. The EQRO is expected to return during 2005 and will evaluate progress made subsequent to the 2004 site visit.

The Center for Medicaid Services (CMS) performed a fiscal audit December 6-10, 2004. Seven of the fourteen RSNs were audited and the audit focused on the expenditure of Medicaid revenues. The audit team indicated a statewide report will be written that includes observations from each of the RSNs they reviewed.

The State Mental Health Division conducted a limited contract compliance review during the second week in December. A report will be issued after the first of the year.

VI. DISCUSSION & ACTION: FIRST QUARTER 2004, MENTAL HEALTH REPORT CARD; JANUARY – MARCH MENTAL HEALTH MANAGEMENT INDICATOR REPORTS

Helen requested to have Management Indicator Reports (MIR) distributed to QC members on a monthly basis.

VII. DISCUSSION: CRIMINAL JUSTICE INITIATIVES UPDATE

Tabled

VIII. . The QC chair decided to hold a special meeting on December 14, 2004, at 2:00 p.m. for the sole purpose of discussing the Mental Health Report Card and Management Indicator Reports.